

IT SUPPORT SPECIALIST – SR.

Municipal Court

NOTE: The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

PURPOSE:

Under the direction of the Court's Network Manager, the IT Support Specialist – Sr. serves as part of the Municipal Court information technology team and has technical responsibility for the installation, maintenance and support of network components and the exchange of information between other departments, agencies and contractors. These responsibilities include oversight of the network environment, application maintenance and support, user support, website administration, information systems projects and research and development.

ESSENTIAL TASKS:

- Monitors the daily operation of the network environment, including servers, workstations and other peripherals, to ensure optimum performance, availability and security
- Troubleshoots and resolves problems that occur within the network environment
- Participates in network design planning and implementation as well as hardware and software purchase, installation and confirmation
- Serves in a help desk capacity to provide application and user support for the Court's Case Automated Tracking System (CATS), a custom-developed proprietary application
- Provides help desk support for other integrated software programs/packages and standard office software
- Participates in ongoing CATS application development, including basic programming and testing
- Performs basic database administration
- Generates statistical and summary reports regarding court and case-related activity
- Oversees the maintenance of inventory and warranty records for all hardware, software and other peripherals
- Prepares and maintains documentation of the Court's network environment
- Serves as the Court's webmaster
- Participates as a member of the Court's information technology team.

CONDITIONS OF EMPLOYMENT:

The IT Support Specialist – Sr. may be required to work beyond standard business hours to meet departmental needs and in times of emergency.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Bachelor's Degree in computer science, information systems management, automated systems development, or other closely related field from an accredited college or university

OR

an Associate's Degree with 2 years' experience in a second-level desktop/user support environment.

In lieu of college or university credits, a minimum of 4 years' work experience in a second-level desktop/user support environment may be considered.

- **NOTE:** Equivalent combinations of education and experience may be considered.
- **NOTE:** College transcripts are required and must be received within three business days after the application period closes. College transcripts may be either attached to the application, sent to staffinginfo@milwaukee.gov or sent to Box ITSS, Department of Employee Relations, Room 706, City Hall, 200 E. Wells St, Milwaukee, WI 53202. Student copies are acceptable. Only applications with transcripts will be considered; applications without transcripts will be rejected.

IT Support Specialist-Sr (Municipal Court)

DESIRABLE QUALIFICATIONS:

- Microsoft or other IT-related certifications.
- Experience with software application development, maintenance, and support.
- Experience with Oracle™ Database.
- Experience researching and recommending information technology solutions to improve efficiency.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:

- Familiarity with Windows operating systems such as Windows XP, 7 or 8.
- Knowledge of local and wide area networking concepts, technologies, and practices, including hardware and software, computer languages, network and PC operating systems, communications protocols, directory services, relational databases, and reporting software.
- Knowledge of standard computer software and ability to master proprietary applications.
- Ability to assist with the design of complex networks, including desktop and departmental software and the ability to install, configure, maintain, and perform troubleshooting.
- Ability to support Oracle™ Database and provide interfaces with external information systems.
- Ability to produce operational reports from case management and other data.
- Ability to research and identify practical technological solutions to meet current and future departmental needs.
- Quantitative reasoning skills.
- Analytical and problem-solving skills.
- Judgment and decision-making abilities.
- Skill in communicating technical concepts clearly, both orally and in writing.
- Interpersonal and customer service skills, including the ability to collaborate with and/or provide training to a wide range of people across responsibility levels.
- Planning, organizational, and time management skills.
- Honesty and integrity; ability to maintain confidentiality regarding all departmental matters.

SALARY (PR 2GN):

The current starting salary is \$56,767 annually for City of Milwaukee residents. The non-resident starting salary is \$56,205 annually. The salary is accompanied by an excellent benefits package.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **October 6, 2014**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time and place of the examination.

APPLICATIONS and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling 414.286.3751.